Defense Travel Management Office



Travel Assistance Center (TAC)
&
Travel Explorer (TraX)

T-106 CLASS OVERVIEW

Topic: **Travel Assistance Center (TAC) and Travel Explorer (TraX)**

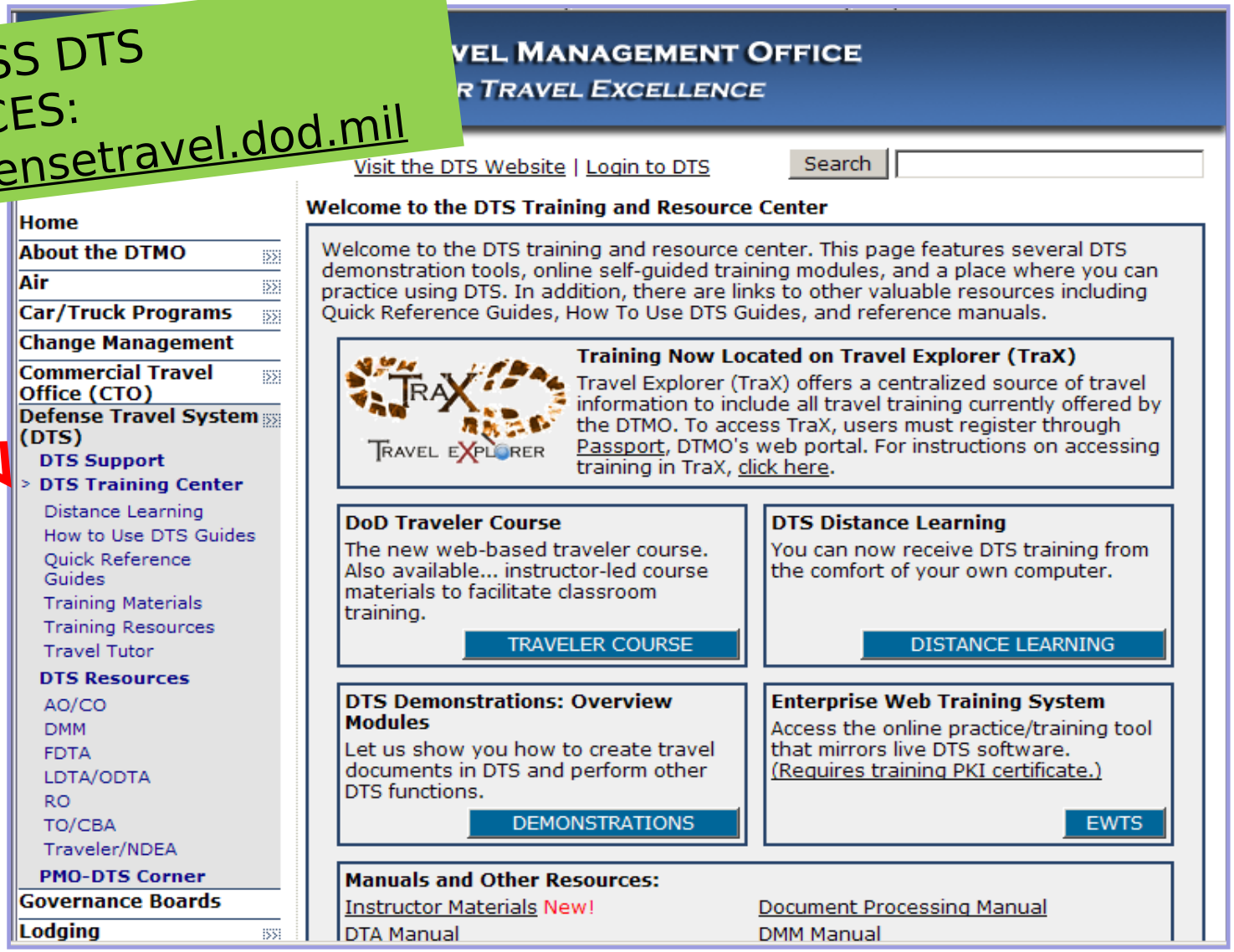
Target Audience: **Anyone involved in DoD travel**

Time: **Approximately 45 minutes**

Pre-Requisites: **None**

DTS TRAINING & RESOURCE CENTER

TO ACCESS DTS RESOURCES:
www.defensetravel.dod.mil



DoD Travel Assistance Center: TraX



- Create a Passport account

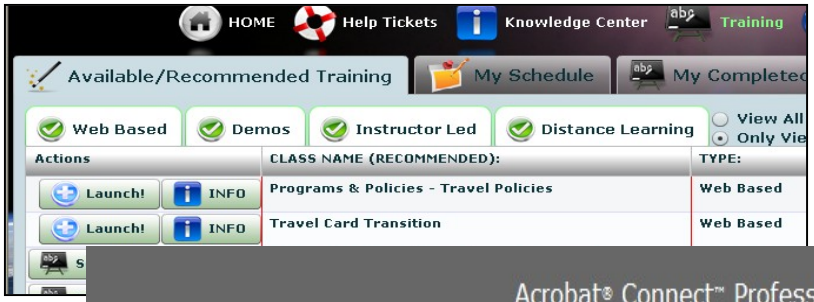


- Login to TraX

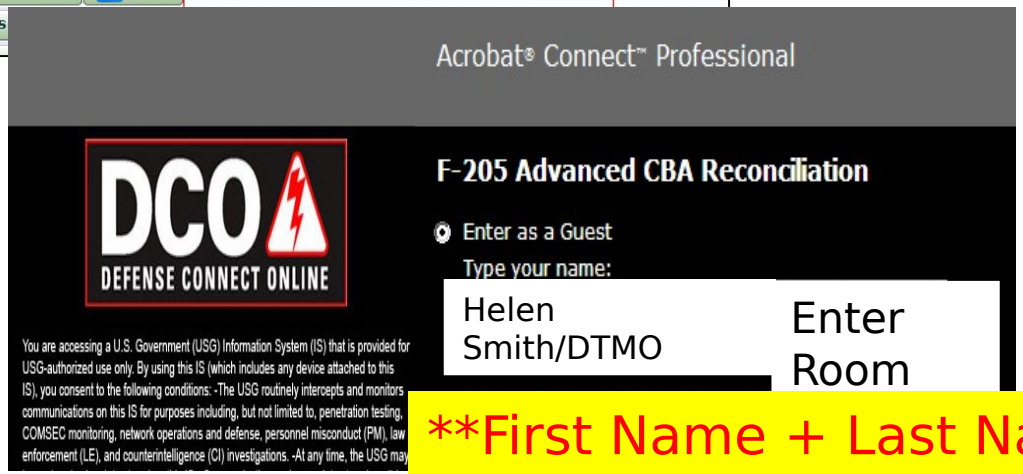


- Trip Planning Tools
- DoD Travel Messages
- Travel Assistance (TAC)
- Training Registration
- Training Resources

HOW DO I GET CREDIT FOR ATTENDING?

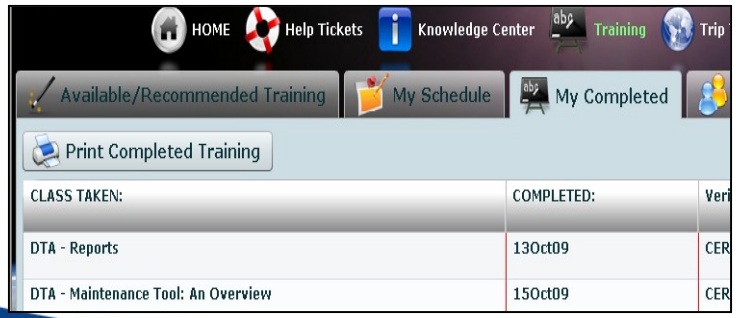


1. Register for class
2. Link to class via email



3. Check GUEST
4. Enter Name**

**First Name + Last Name + Service/Agency Initials
Login MUST MATCH registration info in TraX



5. Print certificate under My Completed tab in TraX
(1-3 weeks after class)

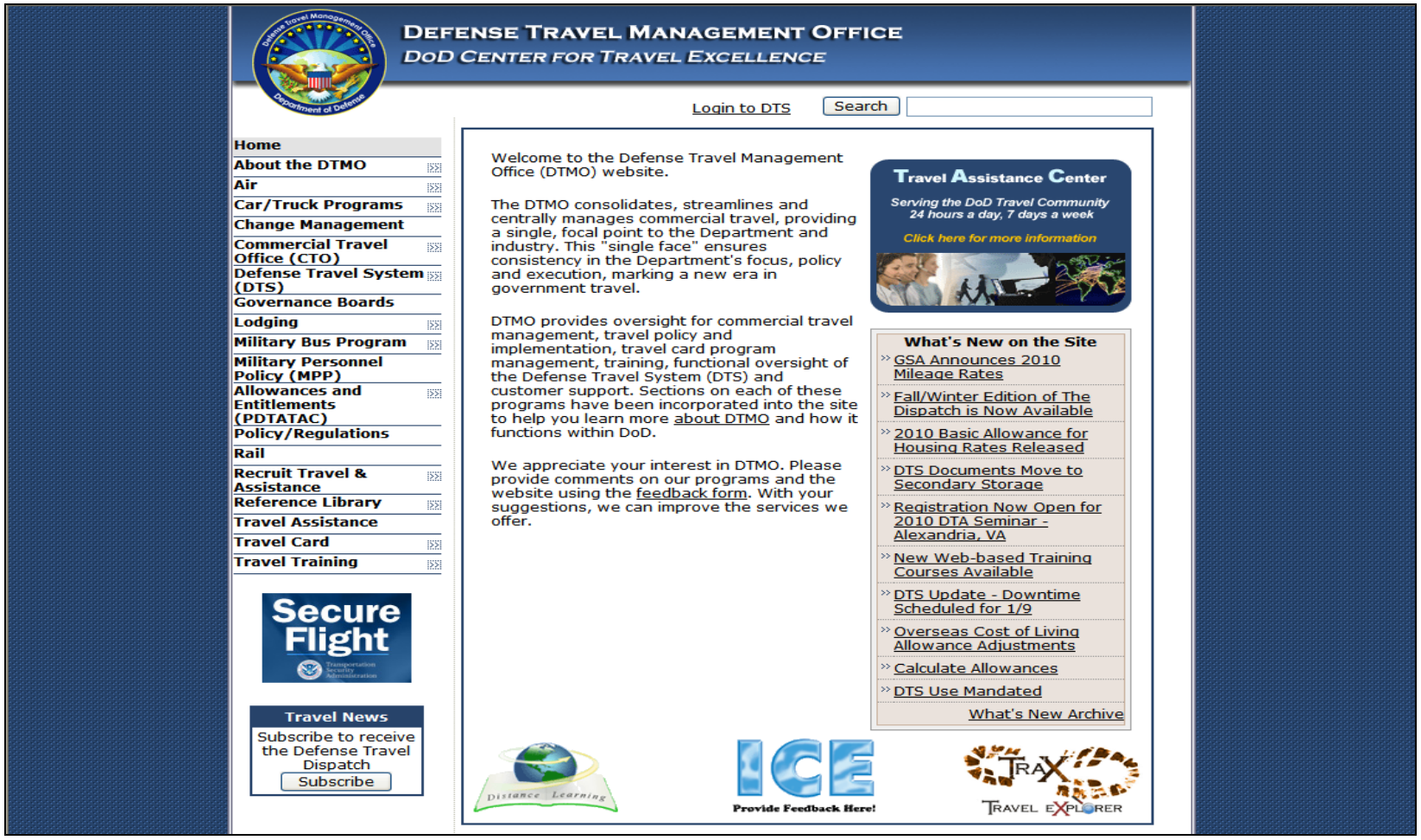
TRAINING OBJECTIVES

- Local Travel Support
- Travel Assistance Center (TAC)
- Travel Explorer (TraX)
  - Registration and Log In
  - Creating a TAC Ticket
  - Knowledge Center
  - Training Center
  - Trip Tools

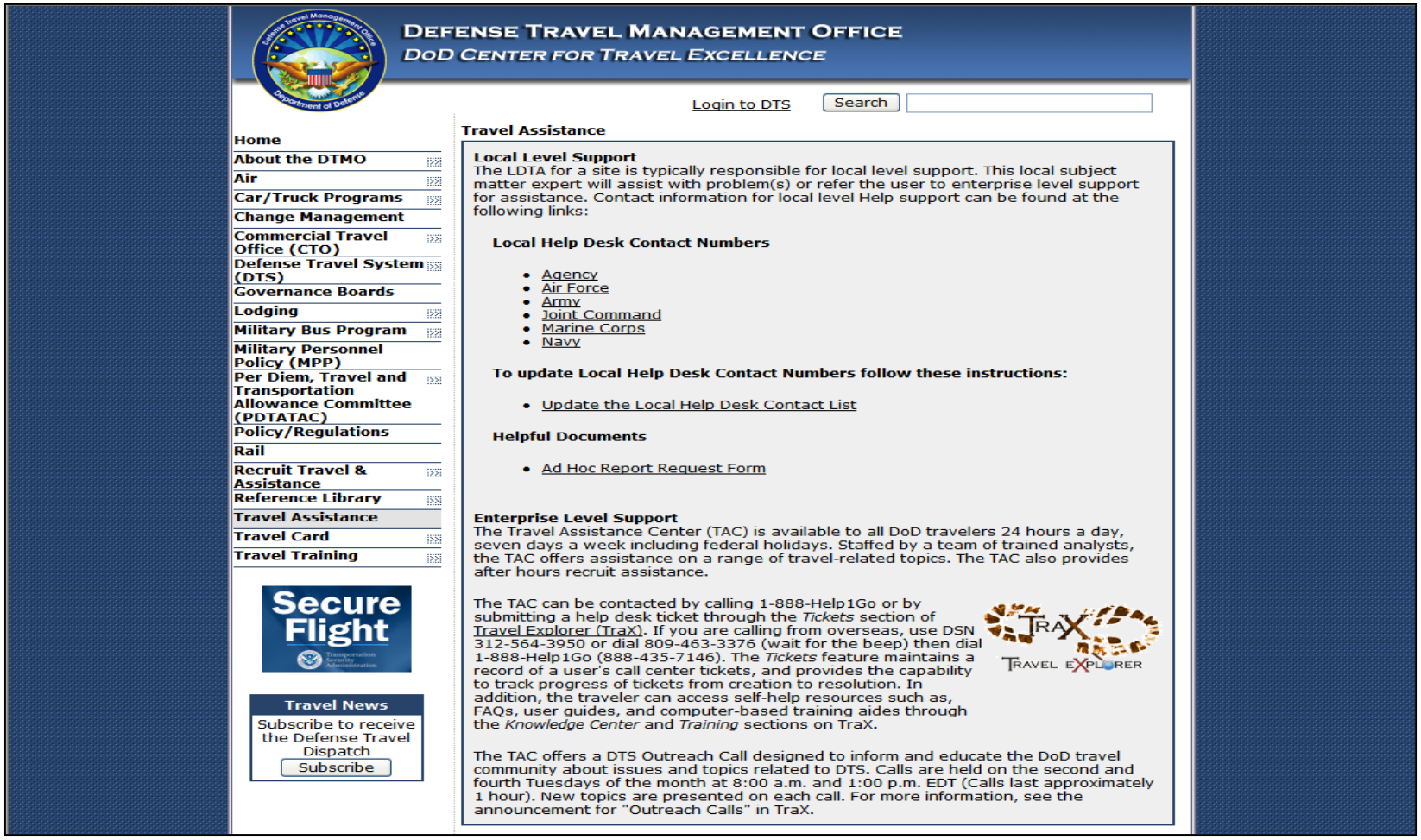
LOCAL SUPPORT OPTIONS

- Local level support should always be first resort
  - Experts on local business rules
  - Most efficient means of problem resolution
- Options for local support
  - Local help desk
  - Defense Travel Administrator (DTA)
  - Office travel experts
  - Travel community / peers

LOCATING TAC



LOCAL SUPPORT



DEFENSE TRAVEL MANAGEMENT OFFICE
DoD CENTER FOR TRAVEL EXCELLENCE

Login to DTS | Search

- Home
- About the DTMO
- Air
- Car/Truck Programs
- Change Management
- Commercial Travel Office (CTO)
- Defense Travel System (DTS)
- Governance Boards
- Lodging
- Military Bus Program
- Military Personnel Policy (MPP)
- Per Diem, Travel and Transportation Allowance Committee (PDTATAC)
- Policy/Regulations
- Rail
- Recruit Travel & Assistance
- Reference Library
- Travel Assistance
- Travel Card
- Travel Training

Secure Flight

Travel News
Subscribe to receive the Defense Travel Dispatch
Subscribe

Travel Assistance

Local Level Support
The LDTA for a site is typically responsible for local level support. This local subject matter expert will assist with problem(s) or refer the user to enterprise level support for assistance. Contact information for local level Help support can be found at the following links:

Local Help Desk Contact Numbers

- Agency
- Air Force
- Army
- Joint Command
- Marine Corps
- Navy

To update Local Help Desk Contact Numbers follow these instructions:

- Update the Local Help Desk Contact List

Helpful Documents

- Ad Hoc Report Request Form

Enterprise Level Support
The Travel Assistance Center (TAC) is available to all DoD travelers 24 hours a day, seven days a week including federal holidays. Staffed by a team of trained analysts, the TAC offers assistance on a range of travel-related topics. The TAC also provides after hours recruit assistance.

The TAC can be contacted by calling 1-888-Help1Go or by submitting a help desk ticket through the *Tickets* section of Travel Explorer (TraX). If you are calling from overseas, use DSN 312-564-3950 or dial 809-463-3376 (wait for the beep) then dial 1-888-Help1Go (888-435-7146). The *Tickets* feature maintains a record of a user's call center tickets, and provides the capability to track progress of tickets from creation to resolution. In addition, the traveler can access self-help resources such as, FAQs, user guides, and computer-based training aides through the *Knowledge Center* and *Training* sections on TraX.

TraX Travel Explorer

The TAC offers a DTS Outreach Call designed to inform and educate the DoD travel community about issues and topics related to DTS. Calls are held on the second and fourth Tuesdays of the month at 8:00 a.m. and 1:00 p.m. EDT (Calls last approximately 1 hour). New topics are presented on each call. For more information, see the announcement for "Outreach Calls" in TraX.

TAC OVERVIEW

- Operates from Chesapeake, VA
- Available to all DoD travelers
  - Hours: 24/7 including federal holidays
  - Online via TraX
  - Phone numbers and instructions on DTMO website (Travel Assistance screen)
- Outreach Calls held twice per month
  - Schedule, topics, and dial-in information available via announcements in TraX

TAC OPERATIONS

- Analysts are trained to provide most current and complete travel information

- Supported by four teams of trained analysts with working knowledge of specific travel-related topics
  - General Team
  - Finance Team
  - CTO Team
  - Technical Team



HOW TAC TEAMS ARE FOCUSED

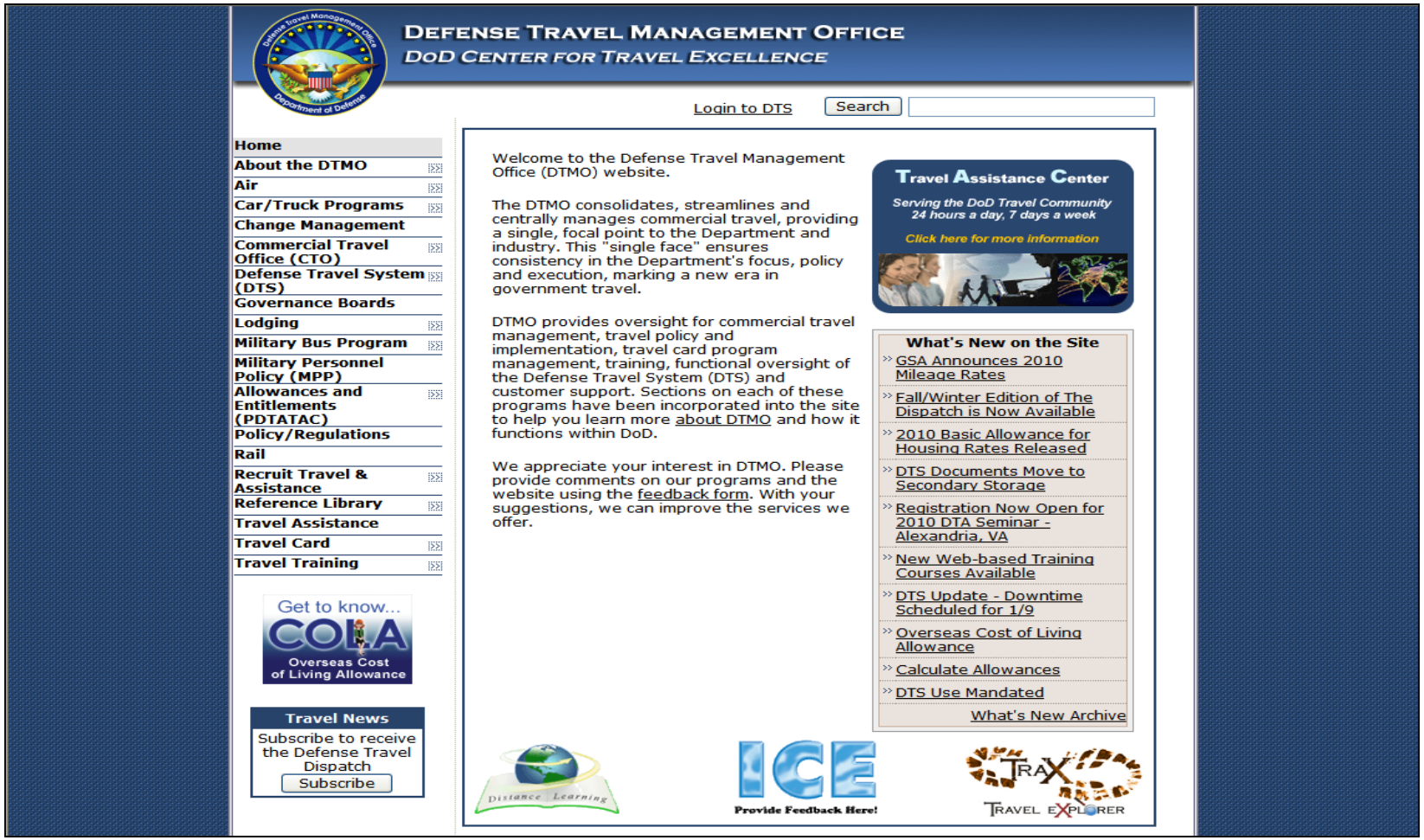
TAC General Team • Customers' first point of contact • Research and route electronic tickets to other teams • DTS document and system errors	**TAC Finance Team** • Centrally-Billed Accounts • Debt Management • Accounting rejects • Financial partner systems
TAC CTO Team • Passenger Name Record • Document routing • Reservations • Global Distribution Systems o Sabre, Apollo, Worldspan	**TAC Technical Team** • System design • System performance • DTS access

TRAVEL EXPLORER

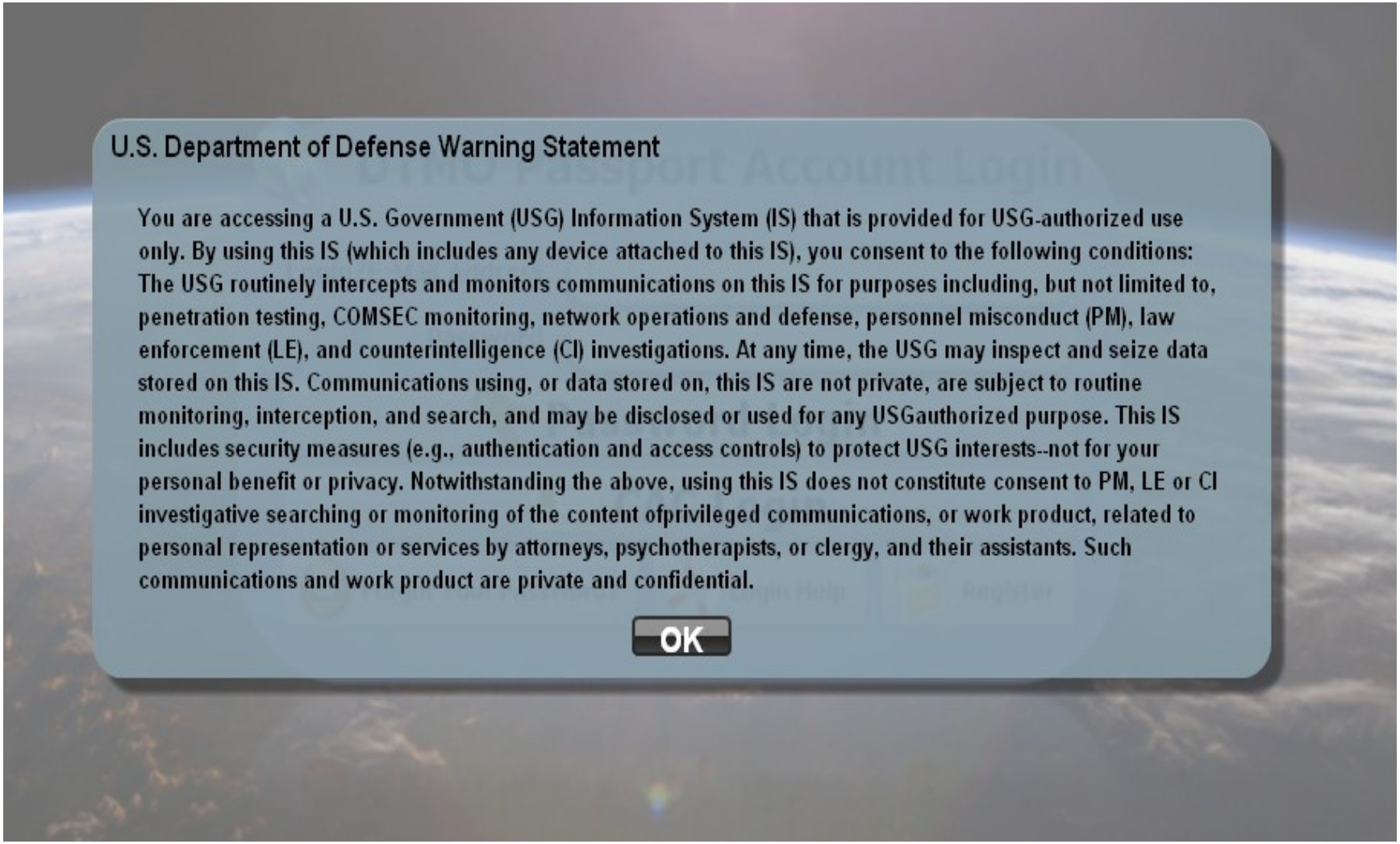
Interactive website where registered users of any role can:

- Open and monitor progress of TAC tickets
- Access helpful links, user guides, and FAQs
- Access training resources and actual training:
  - Demonstrations
  - Web-based training classes
  - Distance learning webinars
  - Instructor-led (classroom) materials
- Use trip tools
  - Trip Calculator
  - Maps
  - Location Reports

ACCESSING TraX



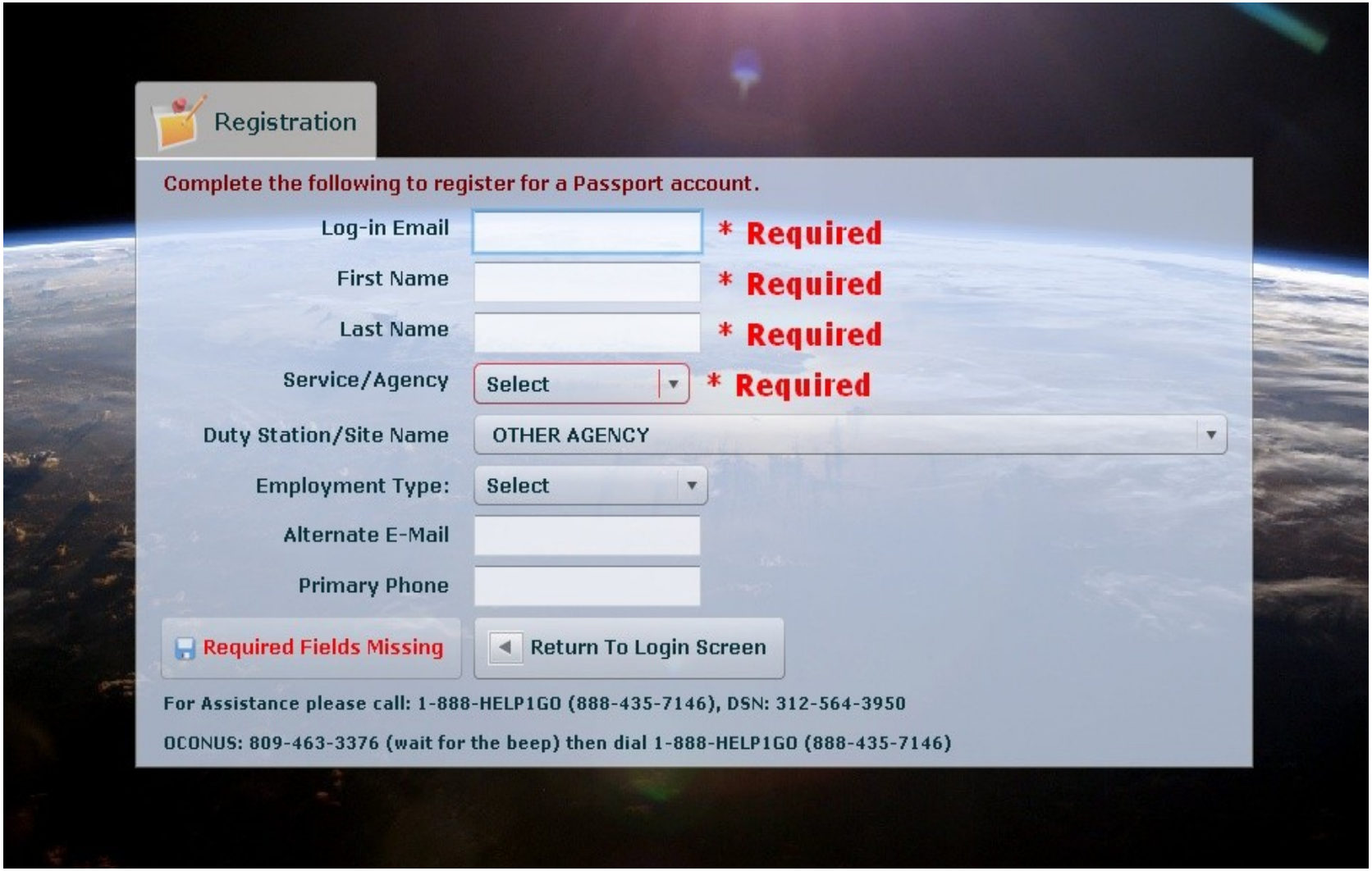
DoD SECURITY WARNING



LOG IN AND REGISTRATION



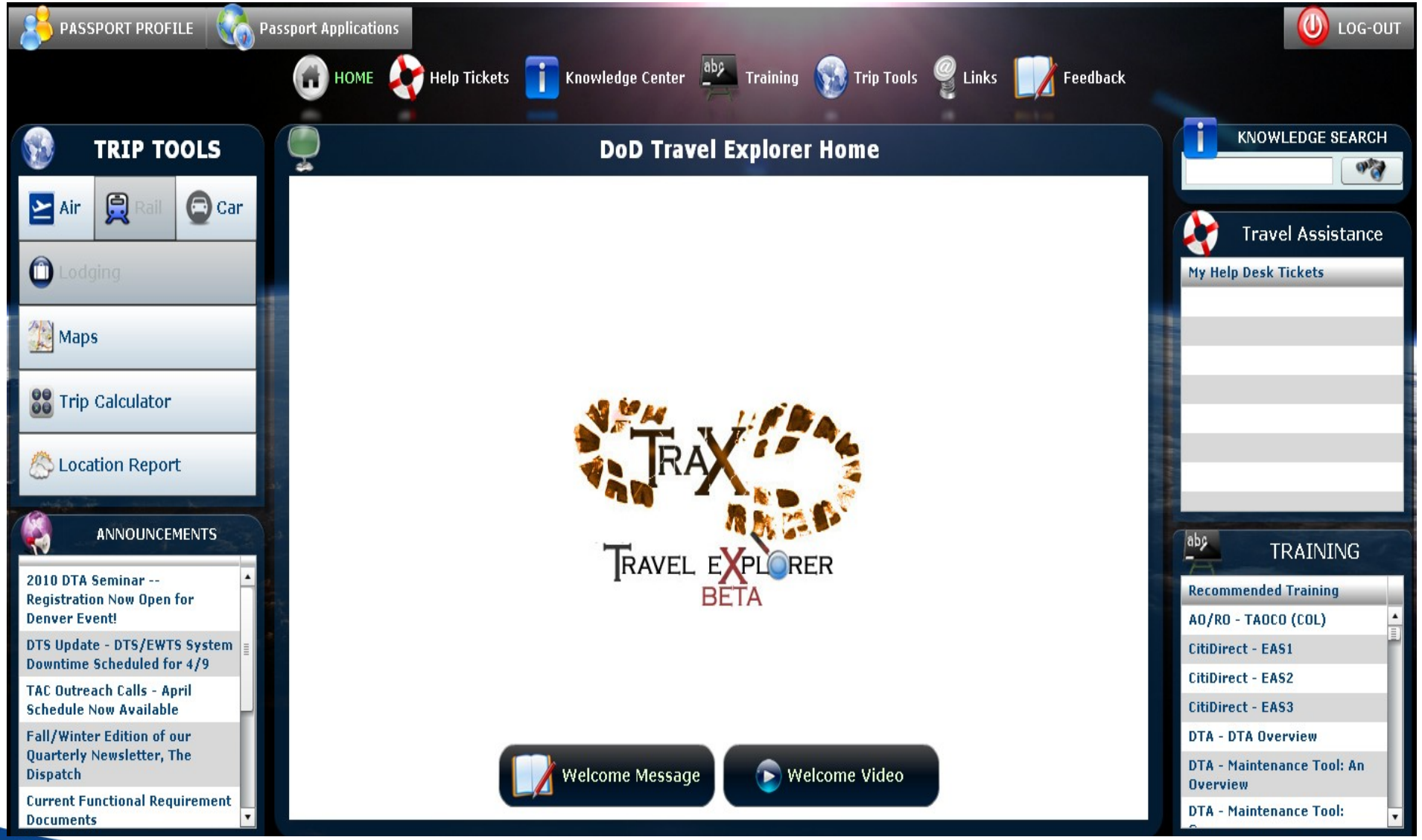
REGISTRATION



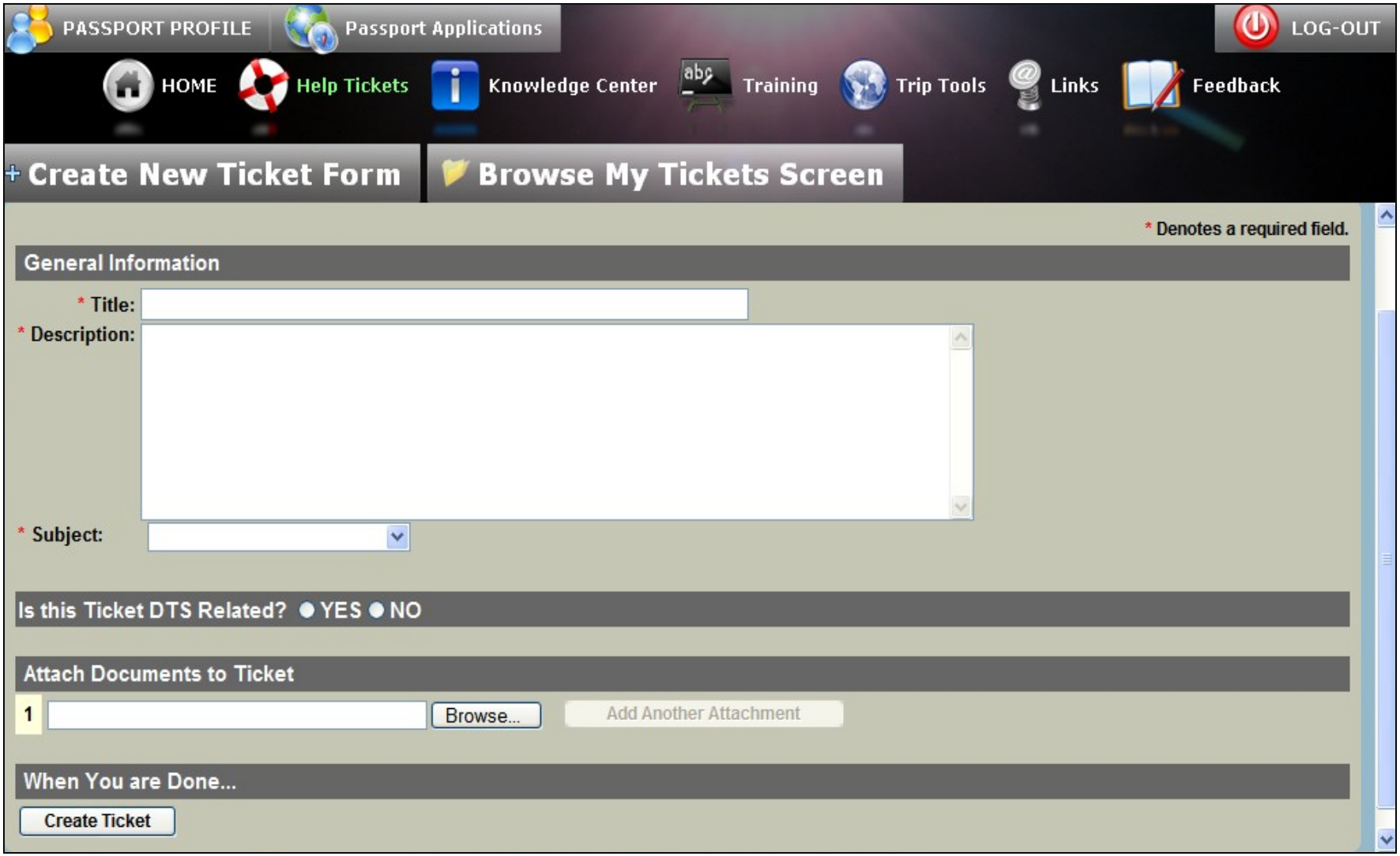
PASSPORT ACCESS



TraX HOME


PASSPORT PROFILE
Passport Applications
LOG-OUT
HOME
Help Tickets
Knowledge Center
Training
Trip Tools
Links
Feedback
TRIP TOOLS
Air
Rail
Car
Lodging
Maps
Trip Calculator
Location Report
ANNOUNCEMENTS
2010 DTA Seminar -- Registration Now Open for Denver Event!
DTS Update - DTS/EWTS System Downtime Scheduled for 4/9
TAC Outreach Calls - April Schedule Now Available
Fall/Winter Edition of our Quarterly Newsletter, The Dispatch
Current Functional Requirement Documents
DoD Travel Explorer Home
TRAX
TRAVEL EXPLORER
BETA
Welcome Message
Welcome Video
KNOWLEDGE SEARCH
Travel Assistance
My Help Desk Tickets
TRAINING
Recommended Training
AO/RO - TAOCO (COL)
CitiDirect - EAS1
CitiDirect - EAS2
CitiDirect - EAS3
DTA - DTA Overview
DTA - Maintenance Tool: An Overview
DTA - Maintenance Tool:

CREATING AND BROWSING TICKETS

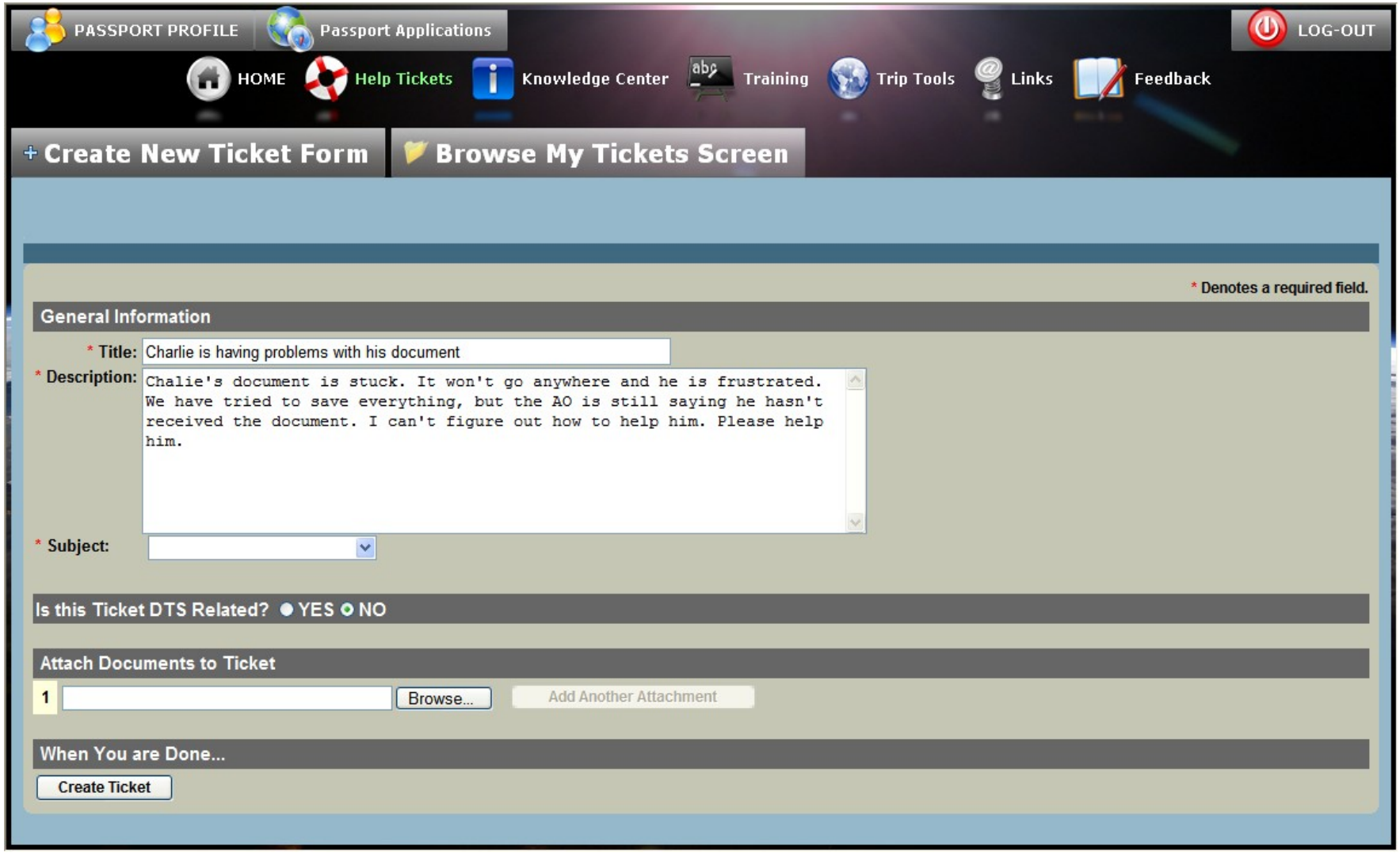


TAC TICKET IMPORTANT FIELDS

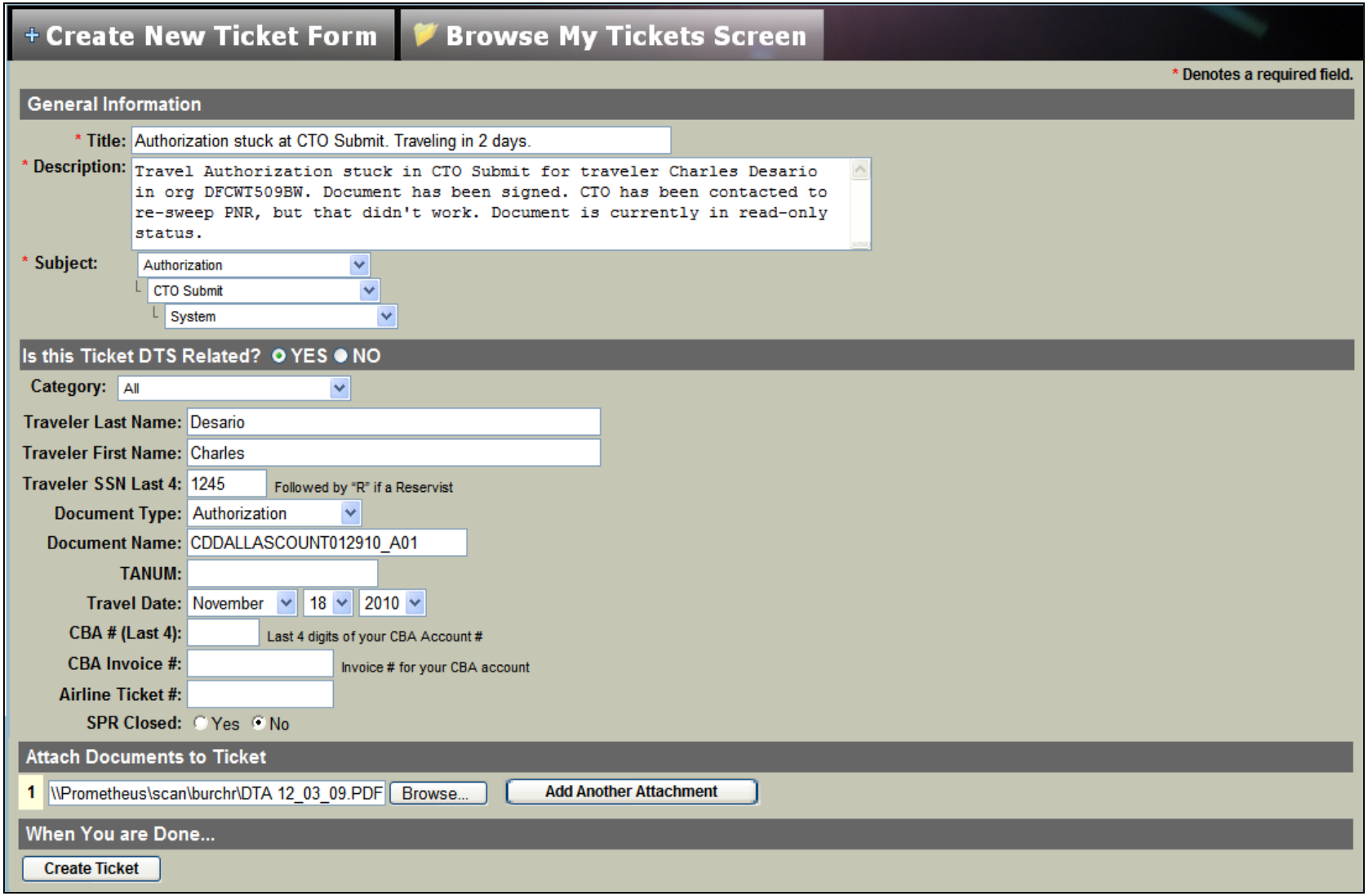
- Is this Ticket DTS related?
  - *Traveler Last Name
  - * Traveler SSN Last 4
  - * Document Type
  - * TANUM
- Descriptive title
- Description
  - Step-by-step actions, to extent possible
  - * Exact error messages
  - * Screen ID
- Subject
- Attachments

* Only appear if ticket is DTS related

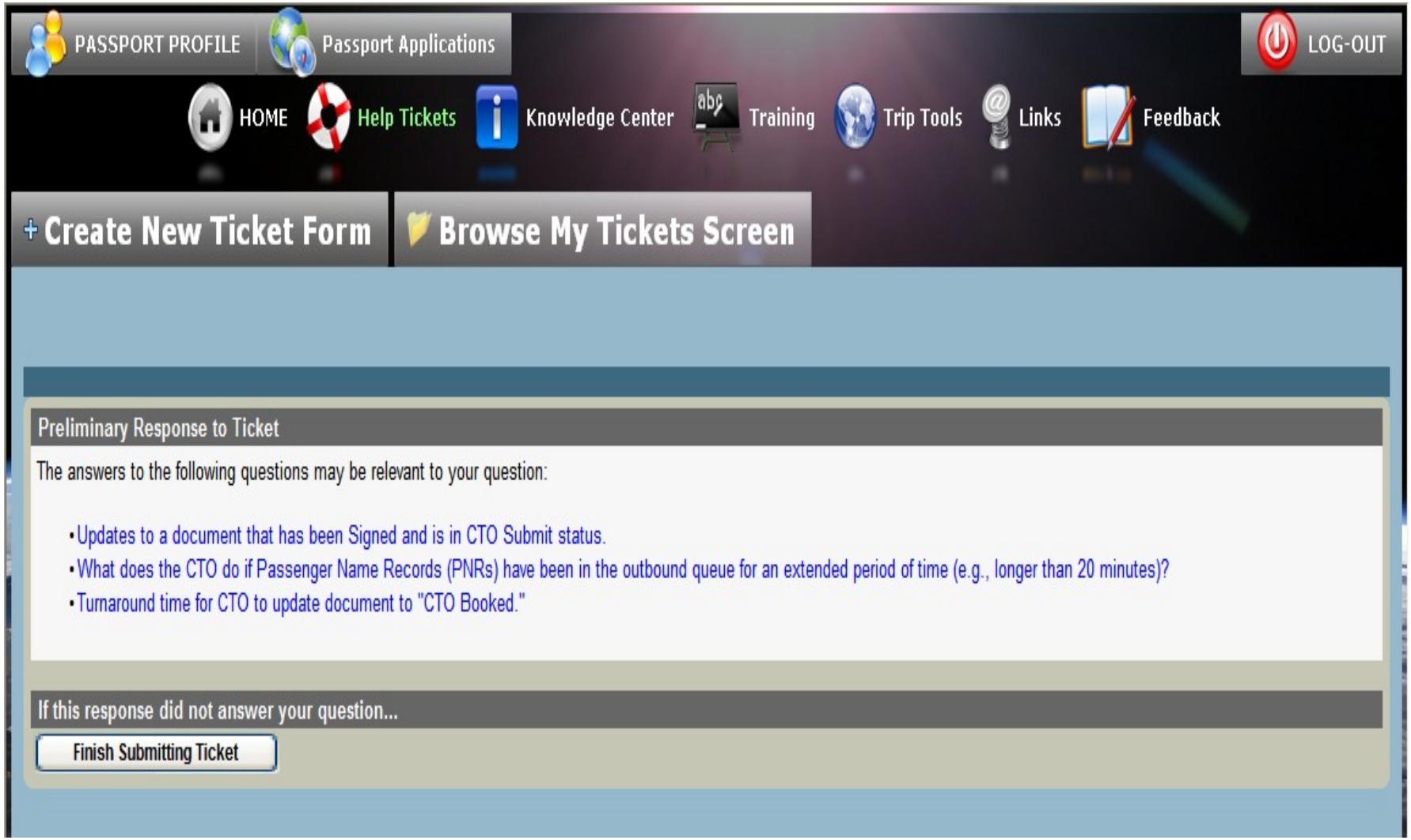
SAMPLE “POOR” TAC TICKET



SAMPLE "GOOD" TAC TICKET



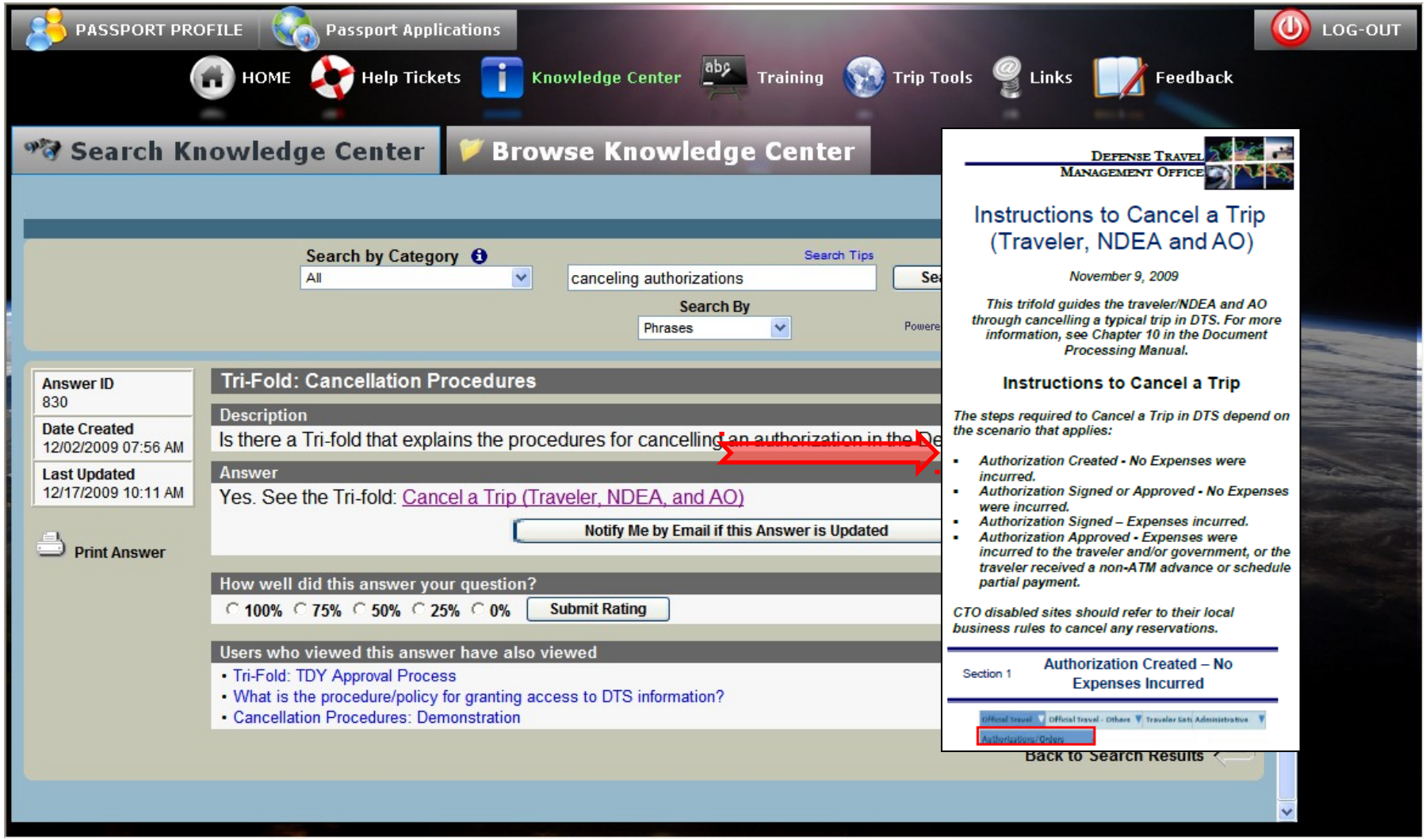
PRELIMINARY RESPONSE TO TICKET



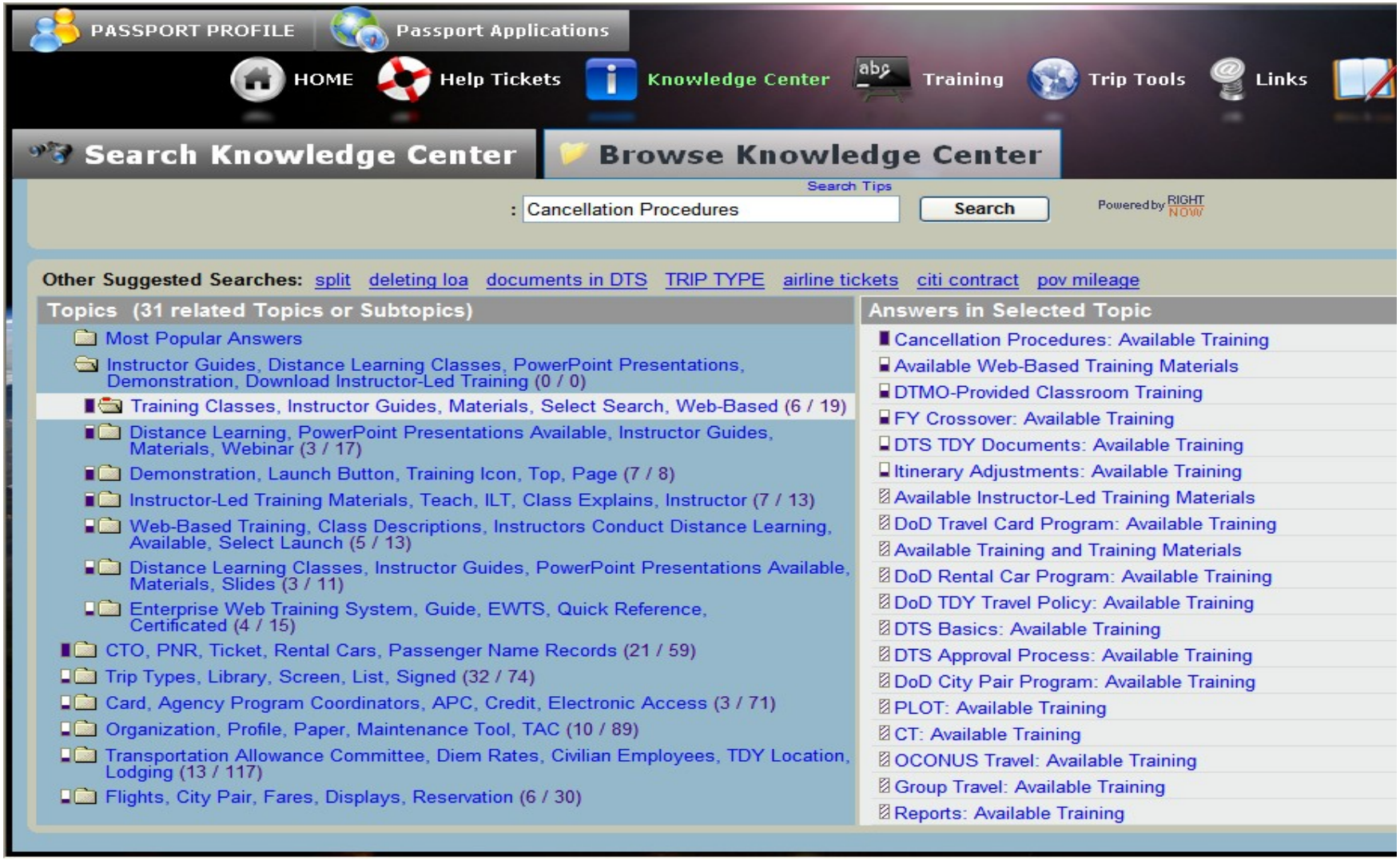
SEARCH KNOWLEDGE CENTER



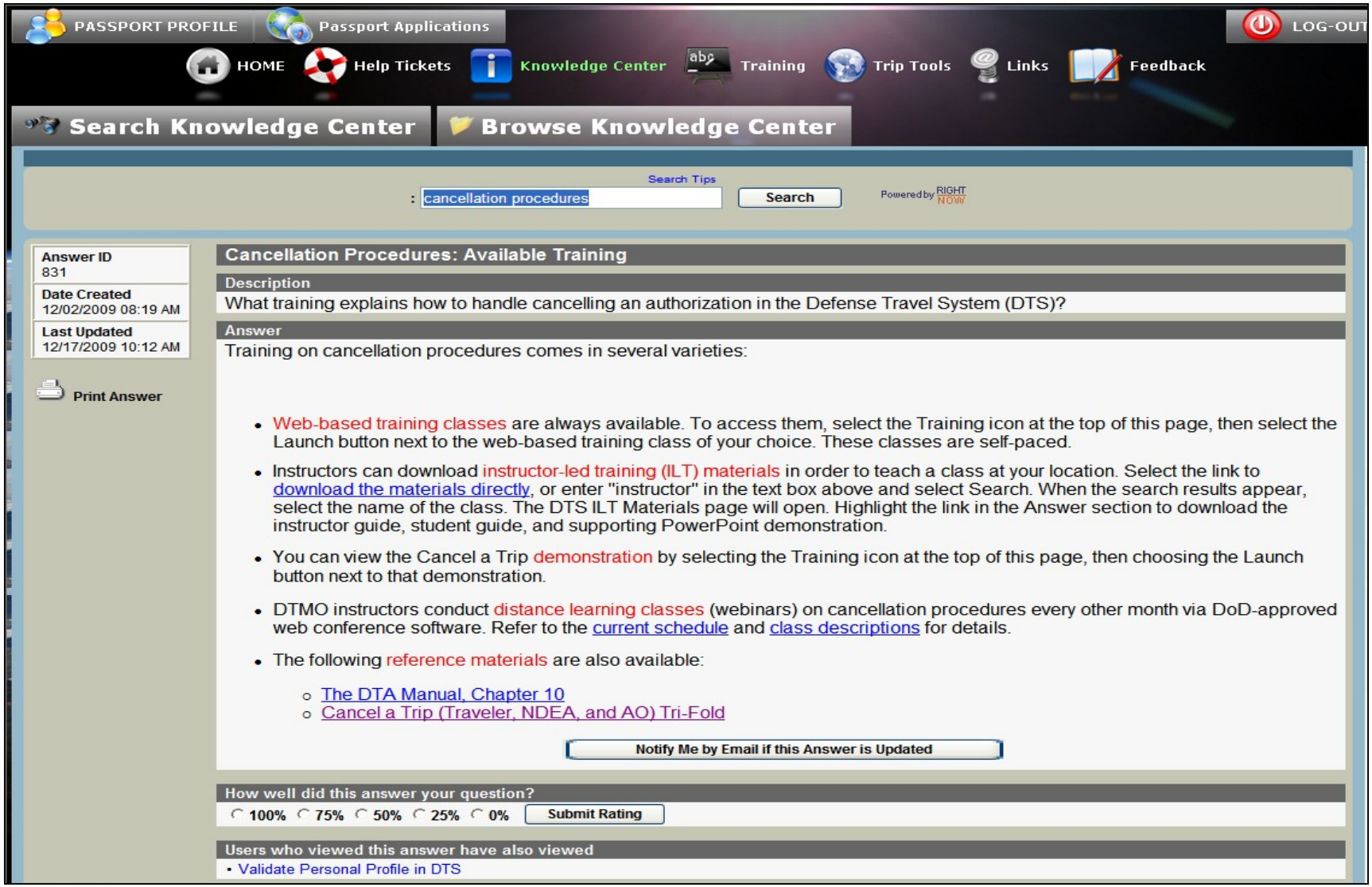
SEARCH RESULTS



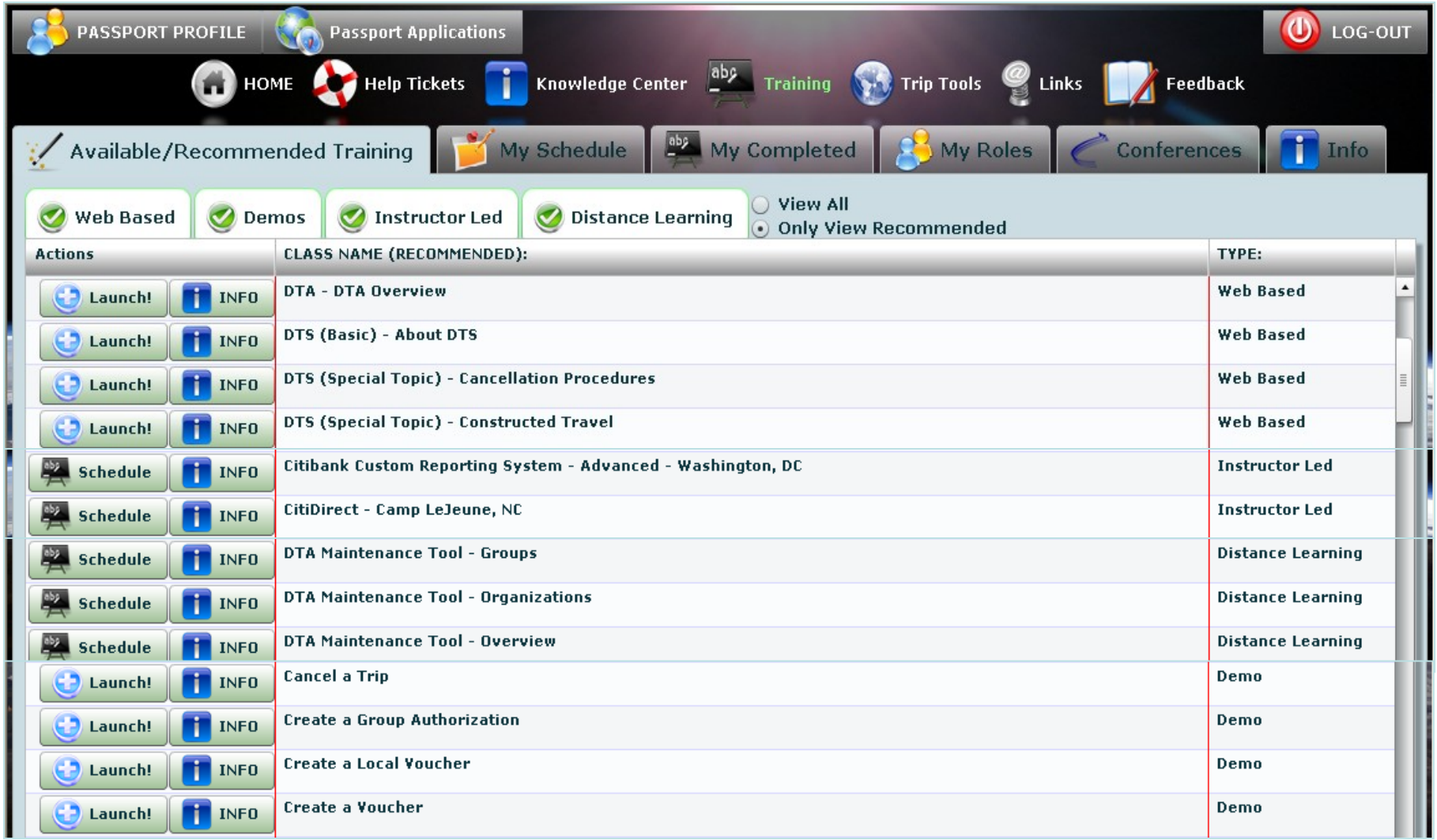
BROWSE KNOWLEDGE CENTER



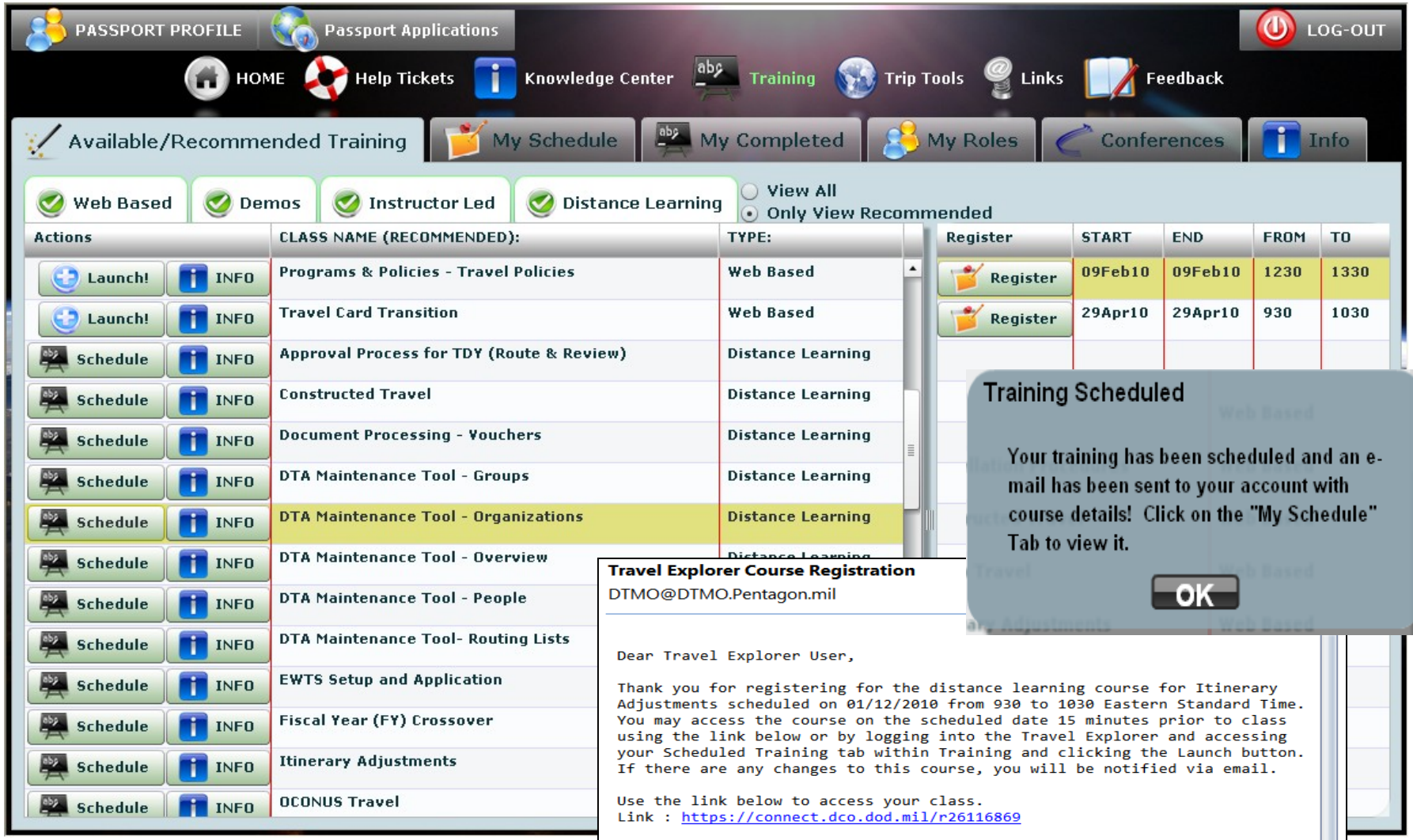
BROWSE RESULTS



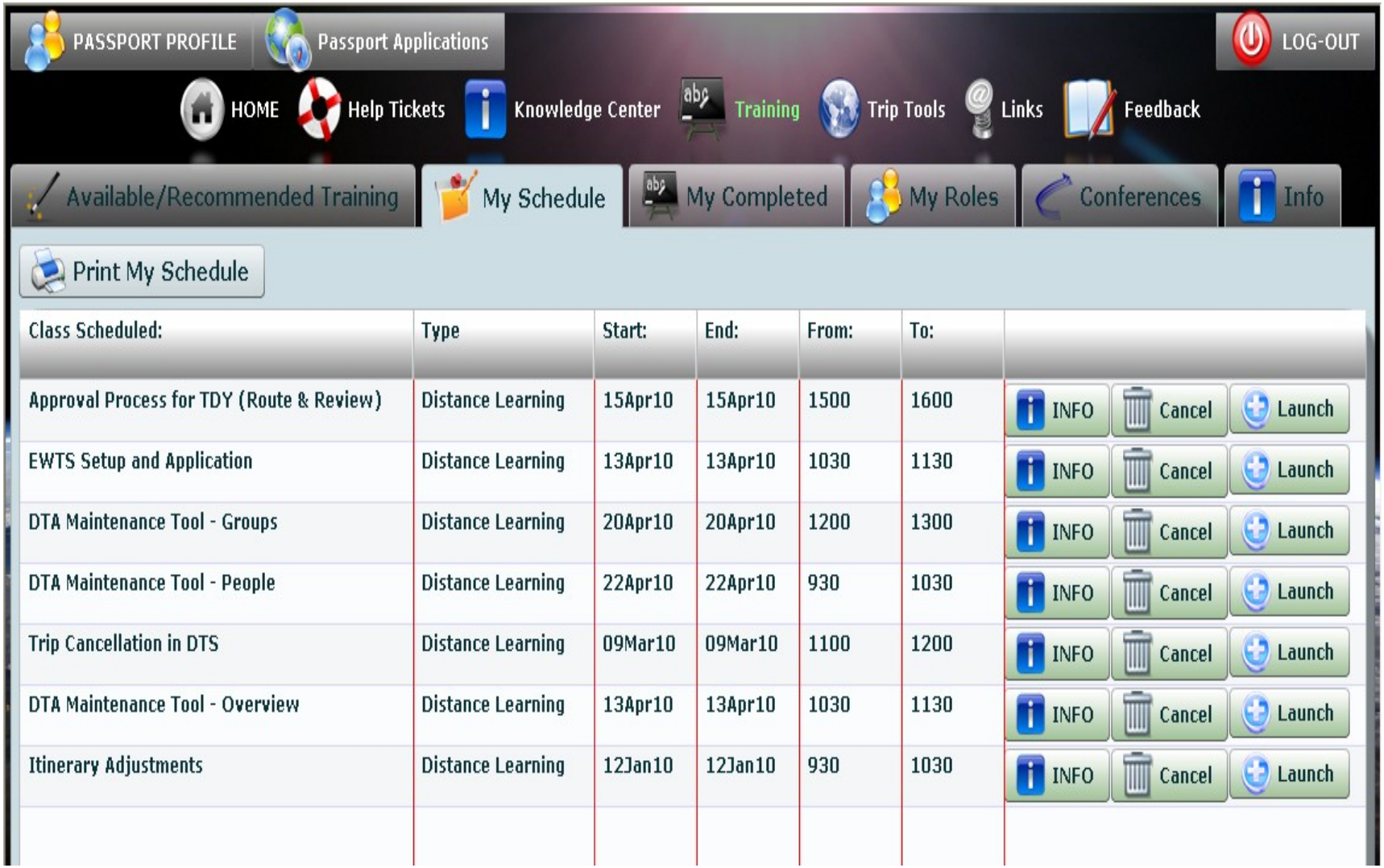
TRAINING CENTER



REGISTER FOR TRAINING



SCHEDULED CLASSES

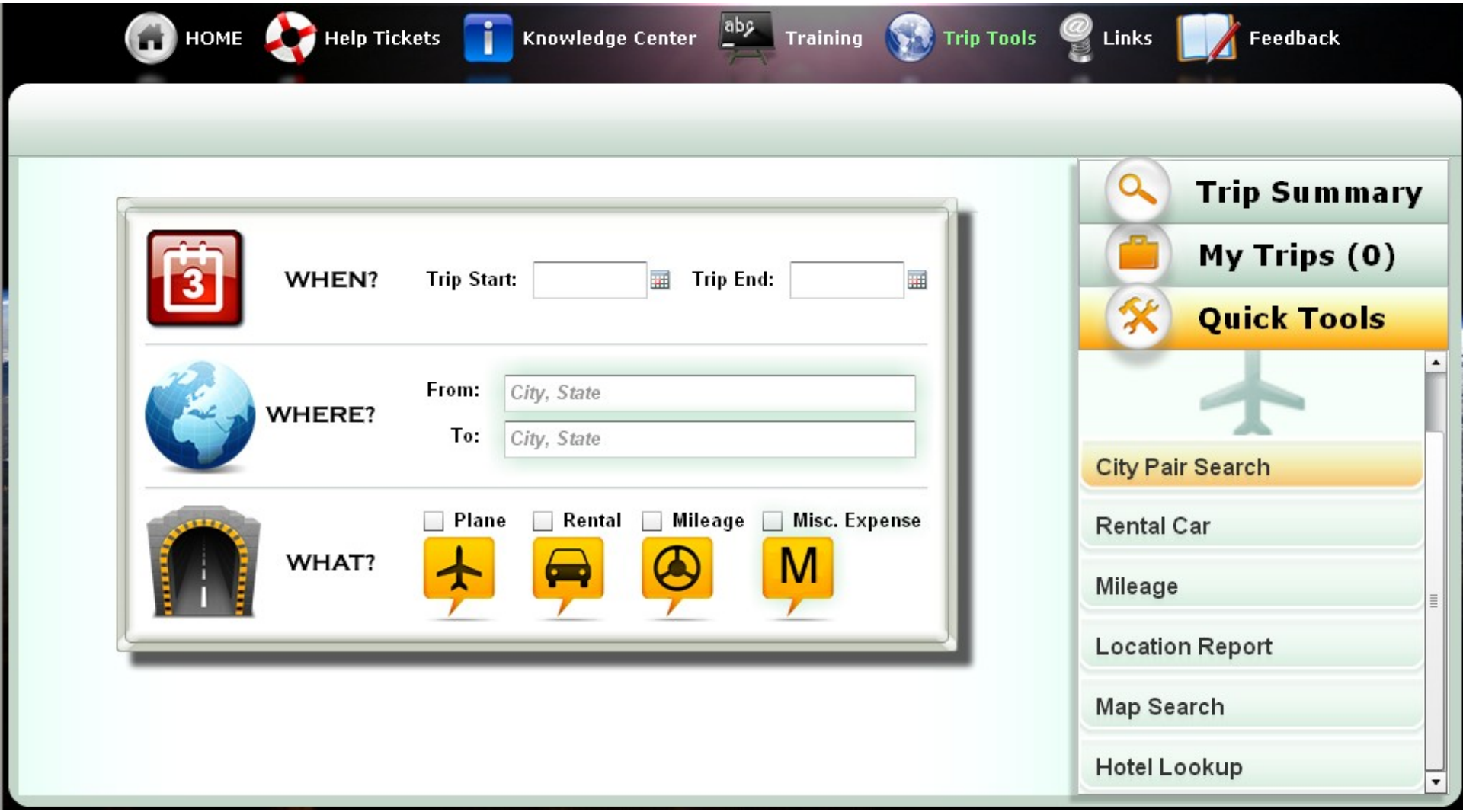


Class Scheduled:	Type	Start:	End:	From:	To:	
Approval Process for TDY (Route & Review)	Distance Learning	15Apr10	15Apr10	1500	1600	INFO Cancel Launch
EWTS Setup and Application	Distance Learning	13Apr10	13Apr10	1030	1130	INFO Cancel Launch
DTA Maintenance Tool - Groups	Distance Learning	20Apr10	20Apr10	1200	1300	INFO Cancel Launch
DTA Maintenance Tool - People	Distance Learning	22Apr10	22Apr10	930	1030	INFO Cancel Launch
Trip Cancellation in DTS	Distance Learning	09Mar10	09Mar10	1100	1200	INFO Cancel Launch
DTA Maintenance Tool - Overview	Distance Learning	13Apr10	13Apr10	1030	1130	INFO Cancel Launch
Itinerary Adjustments	Distance Learning	12Jan10	12Jan10	930	1030	INFO Cancel Launch

COMPLETED CLASSES



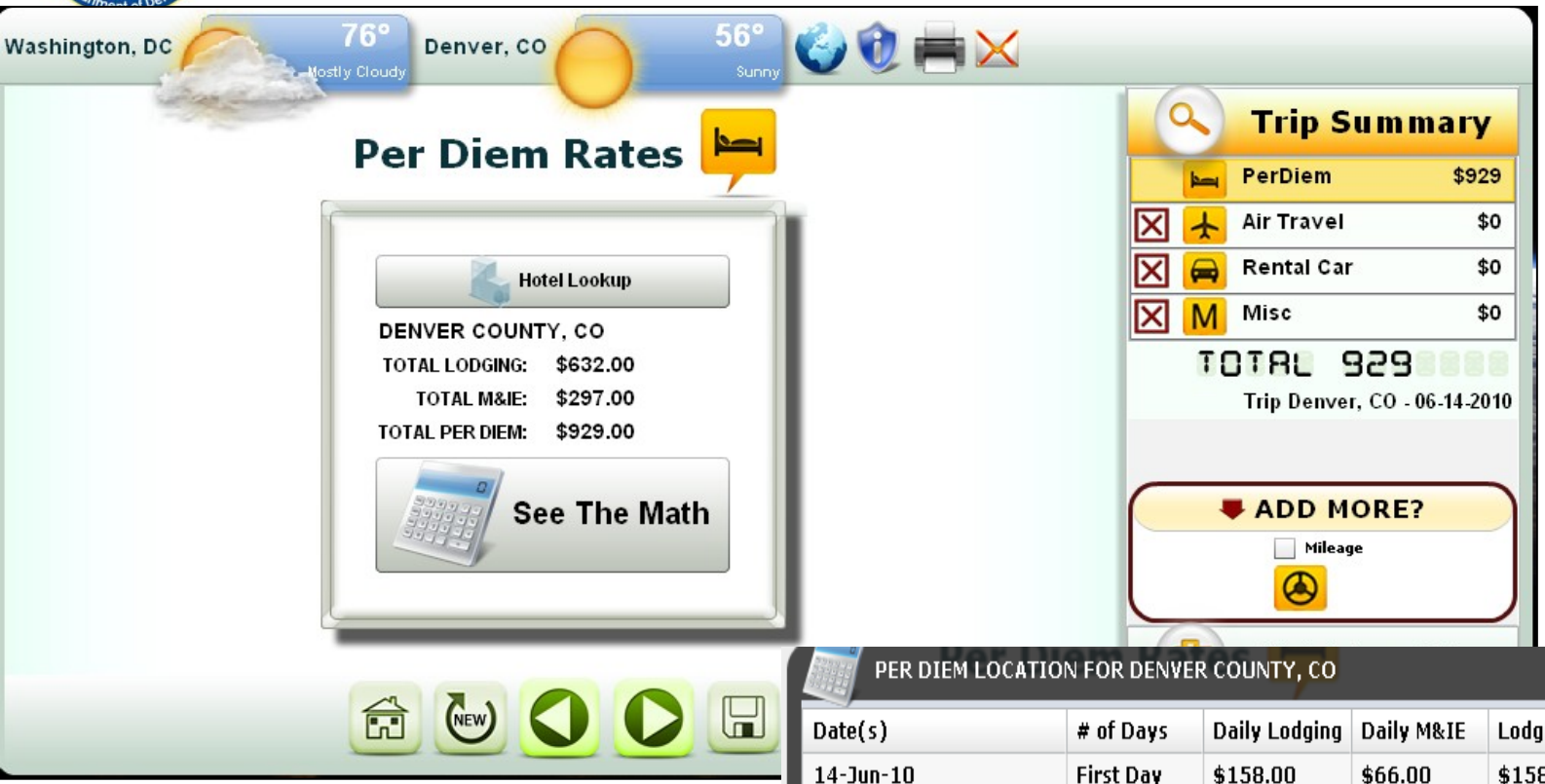
TRIP TOOLS

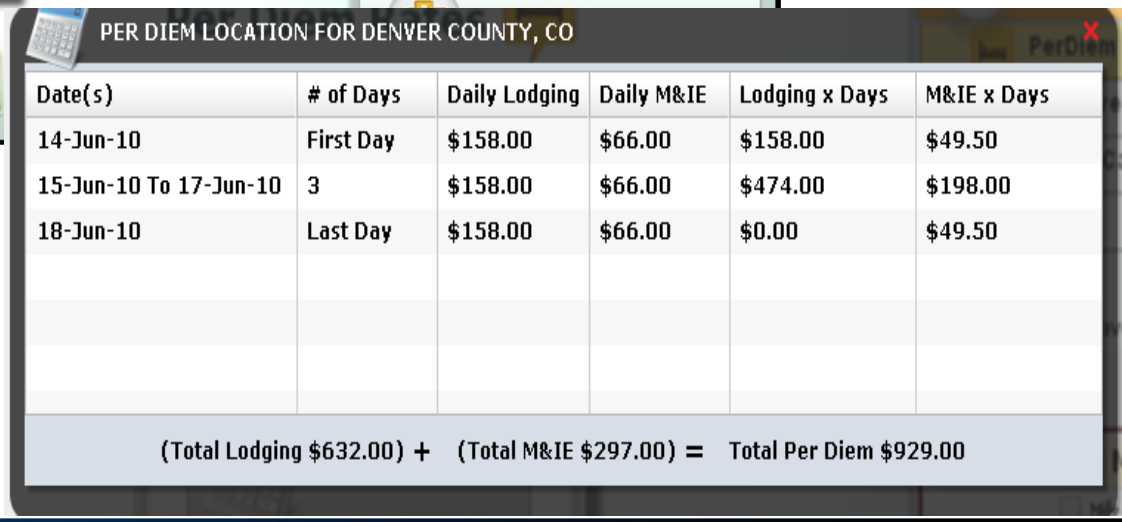

HOME
Help Tickets
Knowledge Center
Training
Trip Tools
Links
Feedback
WHEN?
Trip Start:
Trip End:
WHERE?
From:
City, State
To:
City, State
WHAT?
Plane
Rental
Mileage
Misc. Expense
M
Trip Summary
My Trips (0)
Quick Tools
City Pair Search
Rental Car
Mileage
Location Report
Map Search
Hotel Lookup

TRIP TOOLS – Trip Calculator



TRIP TOOLS – Trip Calculator

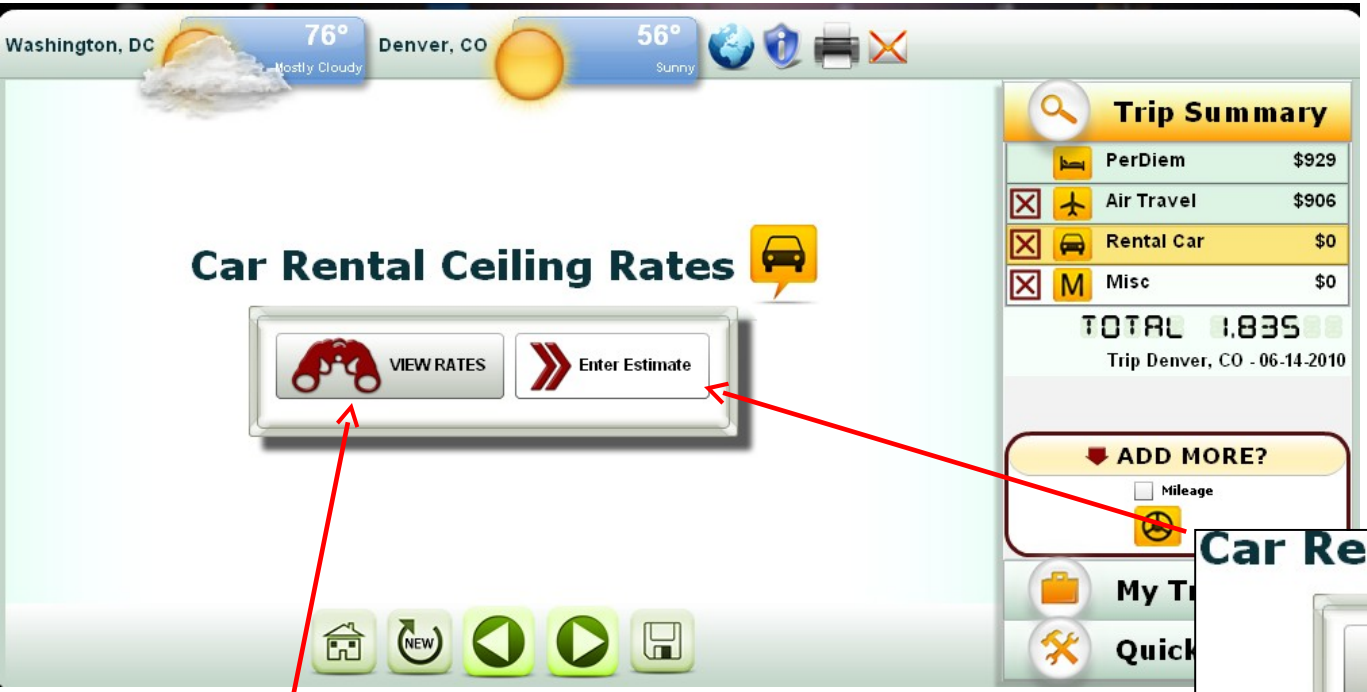


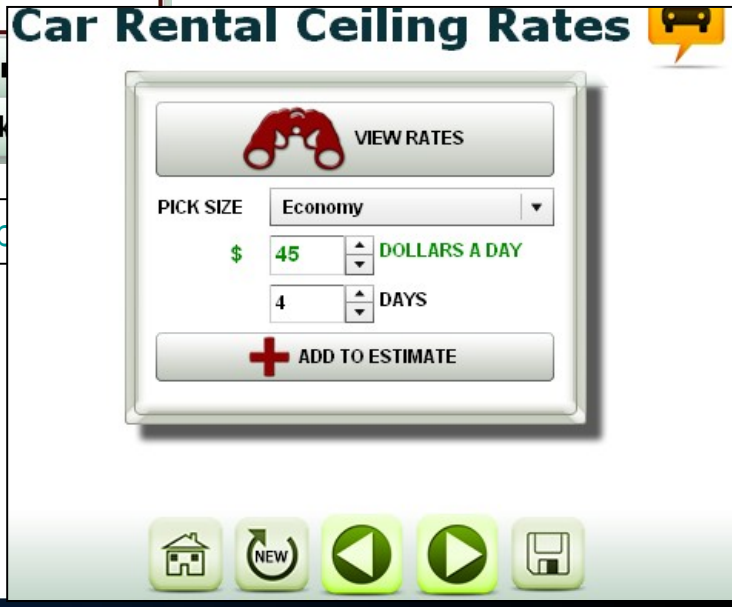


TRIP TOOLS – Trip Calculator



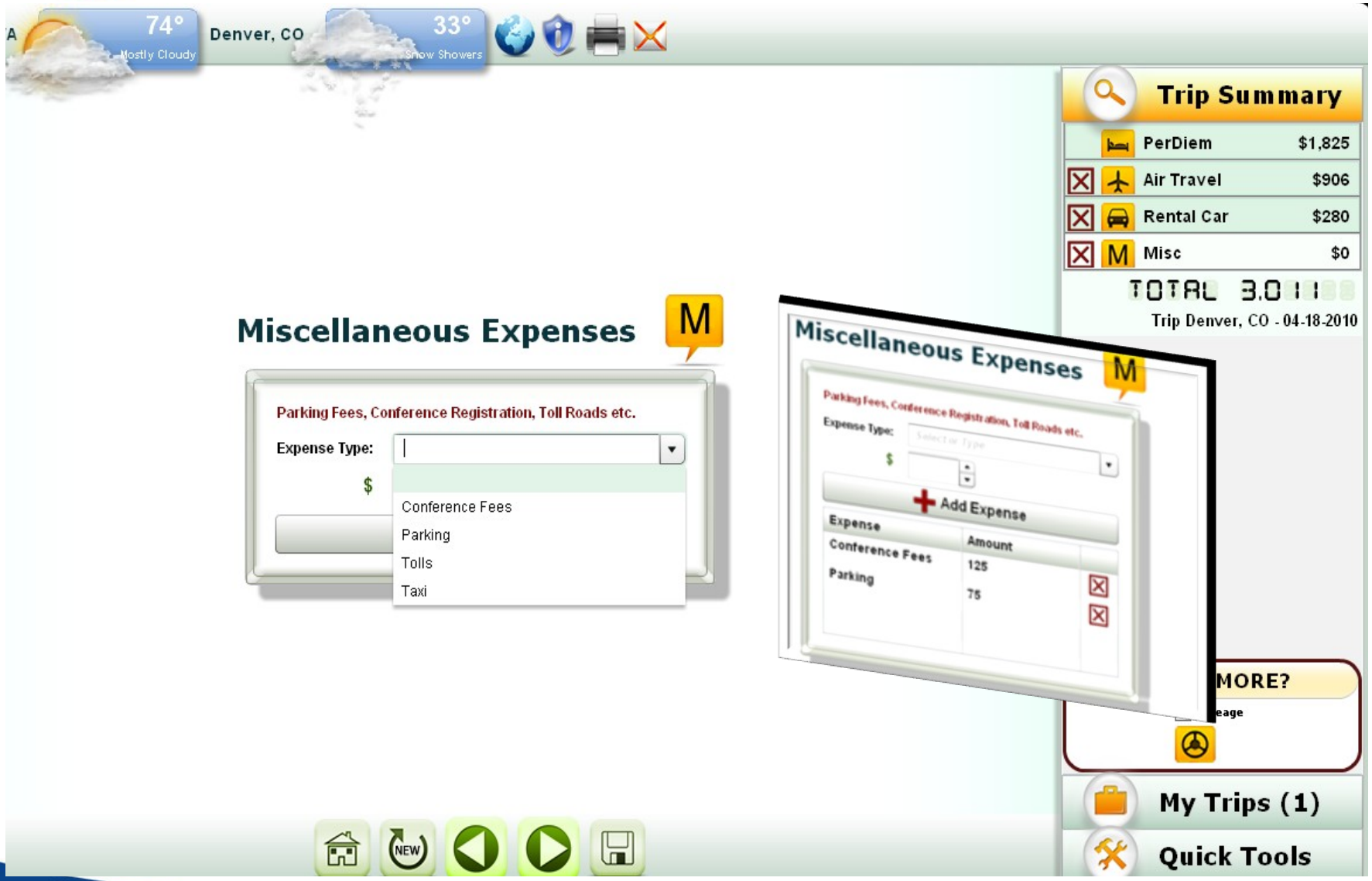
TRIP TOOLS – TRIP CALCULATOR



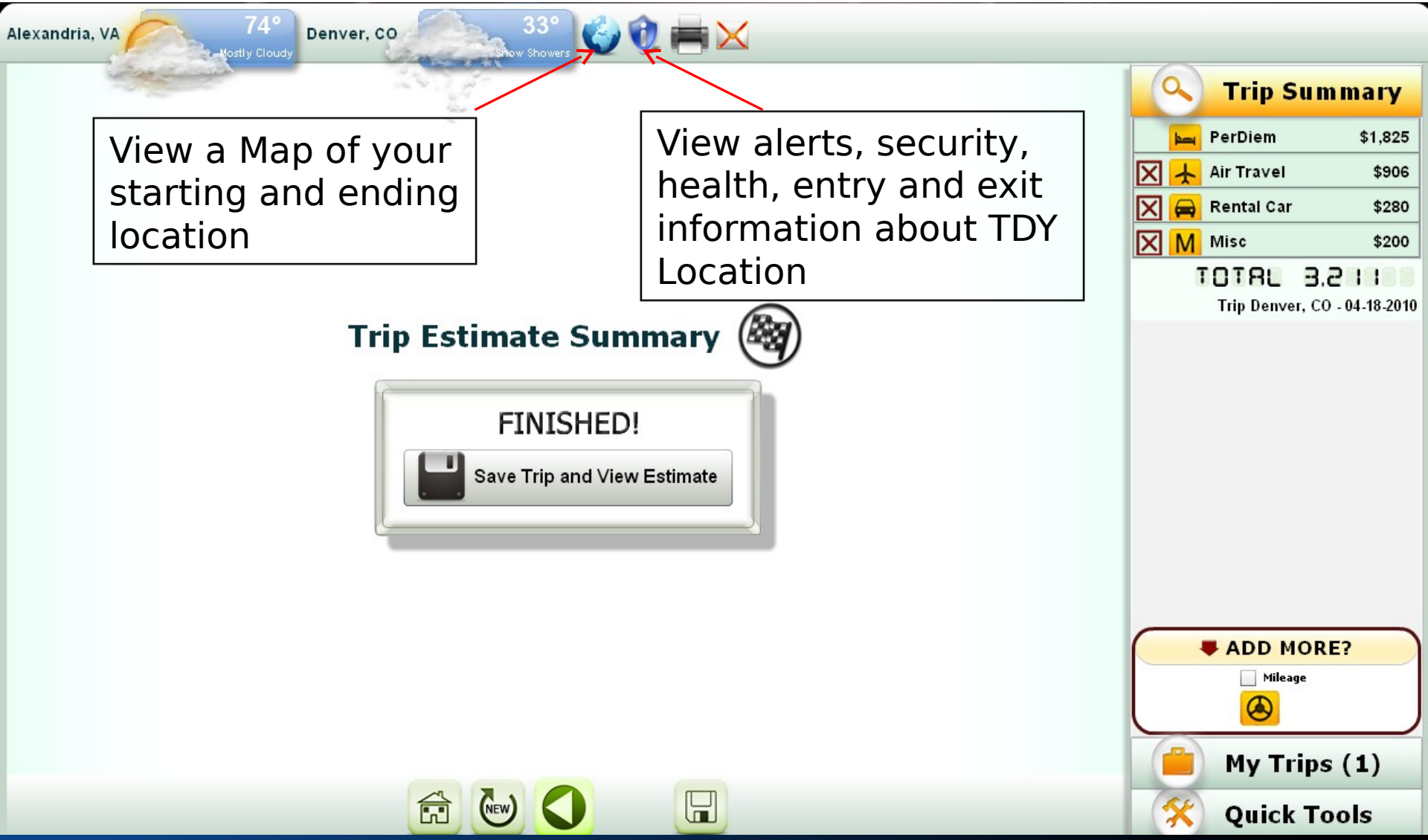


http://www.defensetravel.dod.mil/Docs/DomesticCeilingRates.p

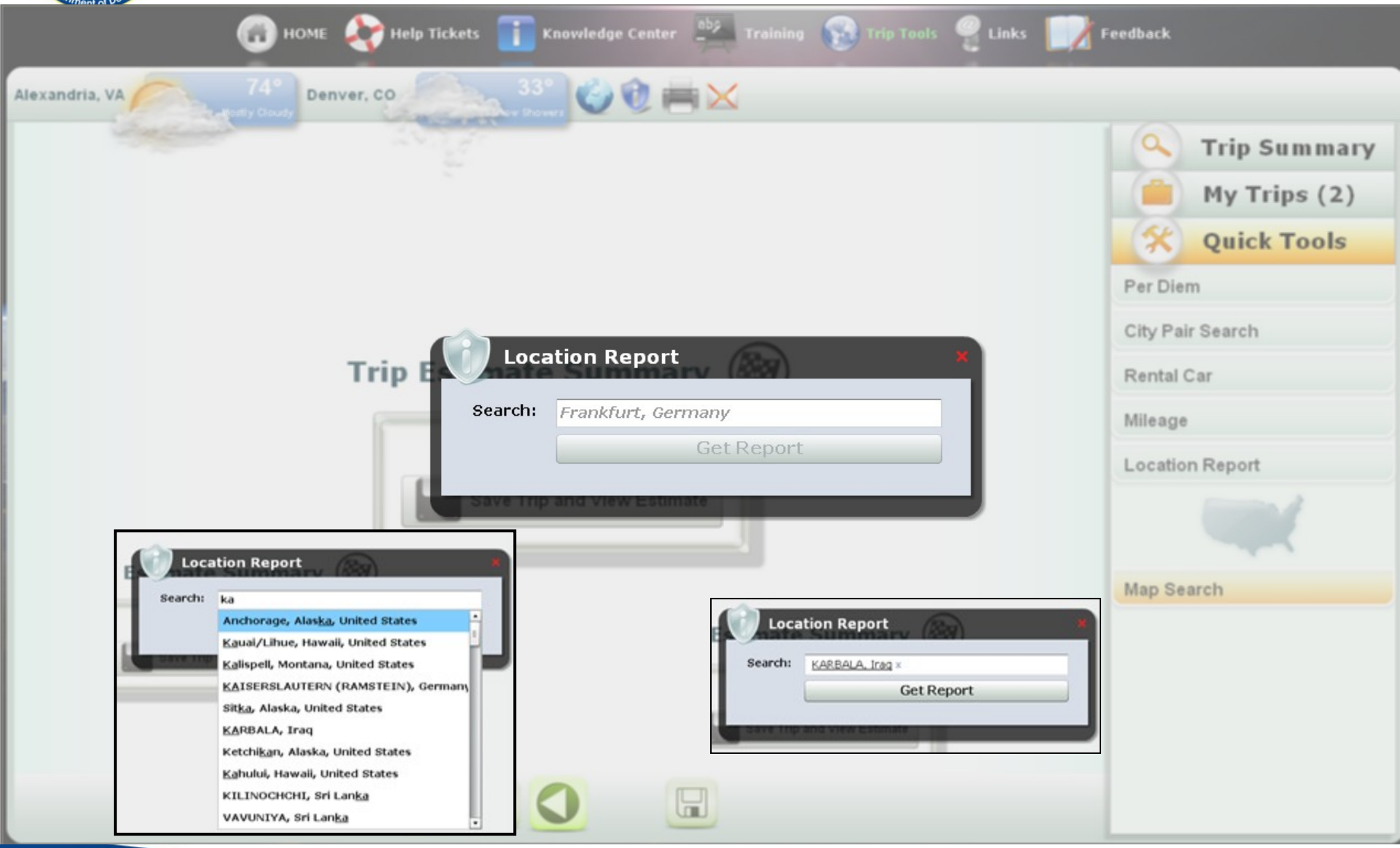
TRIP TOOLS – TRIP CALCULATOR



TRIP TOOLS – TRIP CALCULATOR



TRIP TOOLS – LOCATION REPORT



TRIP TOOLS – LOCATION REPORT

TRAX LOCATION REPORT

https://www.defensetravel.dod.mil/passport

KARBALA* (Prepared on Apr 7, 2010 3:29:28 PM GMT)

TRAVEL ALERTS

KEY: C CRITICAL W WARNING I INFORMATIONAL

W 03/28/2010 - Al-Qaeda in Iraq (AQI) and other insurgents maintain the capability to perform mass casualty attacks in Iraq.
W 03/27/2010 - Prime Minister Nuri Al-Maliki disputes Iraqi's preliminary election results released on March 26. An upsurge in election related violence and unrest likely.
I 03/30/2010 - UPDATE 7: Pandemic (H1N1) 2009 influenza activity declines substantially in the Middle East and North Africa.

BEFORE YOU GO: KARBALA*

See Detailed Report below for full information.

Overview: Karbala

Security

- Security Overview of Iraq
- Civil Unrest: The threat of civil unrest in Iraq is very high.
- Security: Kidnapping is a very high threat in Iraq.
- Terrorism: There is an extremely high threat of terrorist activity in Iraq.

Health

- Immunizations: Recommended immunizations for Iraq.
- Immunizations: Yellow fever vaccination requirements for Iraq.
- Medications and Prevention: Malaria information for Iraq.
- Immunizations: Vaccinations for All International Travelers.

Entry/Exit

- Entry/Exit: Entry/exit requirements and customs information for Iraq.
- Entry/Exit: Road travel between Iraq and neighboring countries carries great risk.

Transportation

- Air Travel: Airport and airline information and security status for Iraq.
- Transportation: Driving a car in Iraq is extremely dangerous and not advised.
- Transportation: Taxis and buses are available in Iraq, but not recommended for use. Travel in armored vehicle convoys with armed guards recommended.

KARBALA* WEATHER

Karbala':

Apr 07	Apr 08	Apr 09	Apr 10	Apr 11
High: 94° F (34° C)	High: 98° F (36° C)	High: 89° F (31° C)	High: 91° F (32° C)	High: 87° F (30° C)
Low: 64° F (17° C)	Low: 74° F (23° C)	Low: 69° F (20° C)	Low: 65° F (18° C)	Low: 62° F (16° C)

CURRENCY EXCHANGE

CURRENCY NAMES	1 Euro =	1 Iraqi Dinar =	1 US Dollar =
Euro	1.0000	0.0006	0.7204
Iraqi Dinar	1,650.5500	1.0000	1,188.9000
US Dollar	1.3883	0.0009	1.0000

TRAVEL LINKS



TRAVEL LINKS

Category	Description	Link
General Links	Per Diem Committee Service Lodging and Dining Availability	http://perdiem.hqda.pentagon.mil/perdiem/lodging.html
General Links	Time Zone Tools and Information	http://www.timeanddate.com/
General Links	Universal Currency Converter	http://www.oanda.com/convert/classic//
General Links	Foreign Clearance Guide	http://www.fcg.pentagon.mil/
General Links	Center for Disease Control and Prevention	http://wwwn.cdc.gov/travel/default.aspx
General Links	Transportation Security Administration for Travelers	http://www.tsa.dhs.gov/travelers/index.shtm
General Links	General Services Administration Travel Resources	http://www.gsa.gov/Portal/gsa/ep/home.do?tabId=11
General Links	Department of State Travel Advisories	http://travel.state.gov/
General Links	Airport Delays	http://www.fly.faa.gov/flyfaa/usmap.jsp
General Links	Airport Maps	http://www.gofox.com/flights/airportmaps.php

The appearance of external links does not constitute endorsement by the U.S. Department of Defense of the sites, or the information, products or services contained therein.

SUMMARY

- Local Travel Support
- Travel Assistance Center (TAC)
- Travel Explorer (TraX)
  - Registration and Log In
  - Creating a TAC Ticket
  - Knowledge Center
  - Training Center
  - Trip Tools

STILL HAVE QUESTIONS?

Class co-instructors will remain available for a few minutes more to attempt to answer any remaining questions on this topic

PLEASE ENTER QUESTIONS IN CHAT BOX NOW

If neither instructor can answer your questions you will be asked for your email and the response will be sent as soon as a SME can be consulted

THANK YOU FOR ATTENDING DISTANCE LEARNING

YOUR FEEDBACK IS HELPFUL

- Please complete ICE card for Distance Learning
- Please complete end of session polls